



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No. 23** **OSC Ref. C. 6528<sup>13</sup>**

**22<sup>nd</sup> January, 2025**

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **VACANT** posts in the **Ministry of Science, Energy, Telecommunications and Transport (MSETT)**:

1. **Chief Technical Director, Corporate Services (GMG/ CTD 1) - Corporate Services Division**, salary range \$11,455,206 - \$15,405,979 per annum.
2. **Principal Director, Transport Policy (International and Land) (GMG/SEG 6) - Technical Services Directorate Division**, salary range \$9,401,821 - \$12,644,404 per annum.
3. **Director, Telecommunications (GMG/SEG 4) - Technical Services Directorate Division**, salary range \$6,333,301- \$8,517,586 per annum.
4. **Audit Manager (FMG/AS 4) (2 Posts) - Internal Audit Division**, salary range \$6,333,301- \$8,517,586 per annum.
5. **Director, Customer Service (GMG/SEG 3) - Corporate Services Division**, salary range \$5,198,035 - \$6,990,779 per annum.

#### **1. Chief Technical Director, Corporate Services (GMG/ CTD 1)**

##### **Job Purpose**

Under the general direction of the Permanent Secretary, and as one of the key advisors to the Permanent Secretary, the Chief Technical Director, Corporate Services, provides technical and advisory direction to the staff of the Ministry.

The CTD is responsible for effective corporate services by planning, directing, coordinating and overseeing the activities of Human Resource Management and Development, Procurement, Administration, Information Technology, Transportation Management, Customer Service, and Documentation Information and Access Services programmes. The incumbent is also accountable for the Ministry's leadership in strategic direction and evidence-based policy relating to Corporate Services. Additionally, the CTD is responsible for ensuring that support services are appropriate, attracting qualified personnel, and offering guidance on procurement, corporate communications, public relations, asset management, organizational development, PMAS, access to information, transportation and office services. The CTD will ensure that the strategic objectives are carried out in line with the goals of the Ministry.

##### **Key Responsibilities**

###### ***Strategic Management:***

- Develops and monitors the implementation of the Corporate Service's Corporate and Operational Plans;
- Determines objectives and priorities within programmes for each Unit and provides co-ordination and integration of related policies and programme initiatives;
- Prepares and manages the Division's Annual Budget in an efficient, effective and economical manner in accordance with the relevant legislations;
- Guides the development and review of a comprehensive Human Resource Management and Development (HRMD) strategy within the MSETT, its Agencies and Departments;
- Ensures the implementation of the Corporate Services strategy and policies within the framework of the Public Service Regulations, Staff Orders and other regulations, within the Ministry to:
  - ✓ Support the recruitment, retention, welfare, training, development and performance assessment of staff, according to the guidelines of the Public Sector human resources policy, and as stipulated in the Accountability Agreement between the Public Service Commission and the Permanent Secretary under

Delegated Authority.

- Ensures that policy revisions are communicated, understood and reflected in the Corporate Service's strategy;
- Ensures that operating procedures and manuals are developed and continuously up to date and in compliance with Government Regulations;
- Analyzes trends and changes in global Human Resource Management and Development, Records Information Management, Information Technology and other management issues, and recommends their implementation/adoption, where necessary, to enhance/improve the quality of corporate services in the Ministry and its Departments and Agencies;
- Ensures the periodic review and analyses of the Ministry's structure and manpower needs and makes recommendations for adjustments, where necessary, to meet the changing requirements of corporate objectives, as indicated in the Ministry's strategic planning process;
- Develops and implements Employee Relations initiatives and programmes that address the physical, emotional and psychological well-being of employees;
- Oversees and provides general guidance and advice to Senior Managers regarding the development/review of Divisional structures to assist in the process of effective Organizational Development;
- Provides advice and guidance for the Performance Management and Appraisal System (PMAS) for effective utilization and allocation of staff and maximum organization productivity;
- Oversees the design of work plans and programmes for the Corporate Services and provides technical advice to MSETT's Agencies on this initiative, ensuring staff is effectively utilized and productivity optimized;
- Oversees and ensures the delivery of corporate services to the Ministry and assigned entities, in a manner that creates and enhances the credibility of the Division;
- Establishes and maintains systems/programmes to foster a culture of "service and team work" within the Corporate Services;
- Establishes and maintains effective relationships with management and staff to help gain confidence and co-operation in the delivery of human resource and other services;
- Establishes sub-committees/work groups to support the delivery of corporate services;
- Prepares and submits activity/performance, special and other reports, as required;
- Ensures that measures are implemented to facilitate rigorous audit of each Unit's role;
- Evaluates the effectiveness of each corporate service to give critical information for strategic management and implements methods to correct weaknesses;
- Represents the Ministry at meetings/conferences and other fora and prepares reports, as required.

***Human Resource Management and Development:***

- Monitors the administration of policies and programmes ensuring consistency, equity and the maintenance of good HRMD practices;
- Ensures that human resource policies are documented, continuously up-dated, effectively communicated and easily accessible to staff;
- Co-ordinates the development and leads the implementation and administration of a performance management programme that facilitates fairness, transparency and objectivity, with appropriate systems of rewards and sanctions;
- Oversees the effective administration of the promotion, retirement, training, discipline, leave, compensation, separation and transfer policies, in keeping with Government Regulations;
- Ensures that HRMIS/eCensus and related systems are efficiently managed and the security of staff records are maintained;
- Provides leadership in the establishment of staff recreational activities and oversees the administration of staff welfare programmes, ensuring effectiveness and equity;
- Develops and oversees the implementation of an effective recruitment and selection programme aimed at selecting and retaining competent and productive employees, in keeping with establish government guidelines;
- Ensures that smooth and timely arrangements are made for the transfer of staff to and from the Ministry;
- Oversees the development and implementation of a corporate training plan to meet the needs of the Ministry in achieving the strategic goals and objectives;
- Provides leadership and guidance in the development, implementation and maintenance of a Succession Planning Programme to ensure continuity of skills and competencies in the Ministry and its agencies, including personnel development and career advancement of employees;
- Establishes an employee development programme which provides opportunities for maximizing the potential of employees and identifying career development options;
- Directs and guides the development of the Ministry's training and development policies, manuals, handbooks and other related information guidelines;

- Directs the development and implementation of training programmes and initiatives that support the strategic objectives of the Division and the Ministry;
- Oversees the assessment of the effects of training and development programmes on the achievement of the Ministry's strategic objectives;
- Ensures that staff is properly oriented and socialized into the culture of the organization;
- Provides guidance to staff in the Division through coaching, mentoring, training, and relevant assistance and support, as needed;
- Develops a framework for the execution of a modernisation agenda in the MSETT and its Agencies, consistent with model approaches recommended by Cabinet Office and other best practices;
- Ensures the implementation of a PMAS in MSETT and its agencies, by providing leadership and guidance to facilitate effective and efficient implementation of all facet of the initiative;
- Ensures connection/correlation between the Ministry's performance management systems and employee performance management systems, with a view to promote and facilitate a performance culture;
- Advises Divisional Heads, Managers and general staff on PMAS related matters;
- Oversees the development and implementation of PMAS resources ( manuals, templates, policies and procedures) for the Ministry and its portfolio entities;
- Manages the PMAS recognition and rewards system;
- Provides the technical inputs to an agenda for business process re-engineering and general modernisation initiatives in MSETT and its Agencies;
- Implements and monitors transition processes/programmes within the Ministry to ensure that reorganization is in keeping with GOJ policies;
- Assists with the implementation and monitoring of transition processes/programmes in the Ministry's entities, as directed;
- Ensures the periodic review and analyses of the Ministry's structure and manpower needs and makes recommendations for adjustments, where necessary, to meet the changing requirements of corporate objectives, as indicated in the Ministry's strategic planning process;
- Oversees and provides general guidance and advice to Senior Managers regarding the development/review of Divisional structures to assist in the process of effective Organizational Development;
- Supports the Ministry's change management processes with a view to increase its efficiency and effectiveness;
- Directs the development and review of all Ministry restructuring and reorganization proposals;
- Conducts job audits and diagnostics reviews;
- Collaborates with managers, develops and implements a succession planning programme for the Ministry;
- Develops and oversees the implementation of strategic plans/programmes to promote a healthy and proactive industrial relations climate and ensures the timely implementation of industrial relations decisions;
- Develops and implements Employee Relations initiatives and programmes that address the physical, emotional and psychological well-being of employees;
- Provides advice and guidance to Directors and line managers of related Agencies and Departments in handling industrial relations issues;
- Oversees the administration of the discipline and grievance procedures, ensuring consistency and fairness and promotes a harmonious and productive work environment;
- Establishes and maintains an effective and harmonious relationship with Trade Unions and staff associations representing employees within the ministry and assigned entities;
- Manages/ensures that the welfare and development needs of direct reports and staff in the Division are identified and addressed through effective performance management, training and development;
- Provides leadership and guidance to direct reports and other staff, through effective objective setting, delegation, coaching, mentoring and communication;
- Ensures that the Division's staff has sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Develops and manages the performance of direct reports and other staff in relation to work plans in the Division, by conducting periodic performance appraisals and recommending training, or initiates corrective actions, where necessary, to improve performance.

***Corporate Communications and Public Relations:***

- Leads and oversees the development of the Ministry's Corporate Communication Plan and strategy;
- Ensures that appropriate communication and knowledge management systems are in place to facilitate the dissemination of accurate and timely information within the Ministry; to its associated Agencies and to the media/general public;
- Monitors and ensures there is media coverage and exposure for the activities of the Ministry;

- Monitors and ensures that speeches, messages, website content, news releases and other information products are prepared and disseminated in a timely manner.

**Customer Service:**

- Leads and oversees the development of the Ministry's Customer Service Improvement Plan and strategies;
- Supports the certification of MSETT in ISO 9001:2015;
- Monitors the development and implementation of a robust Customer Complaints Management System to resolve customer complaints.

**Office Administration /Procurement/Inventory and Property Management:**

- Leads the development and oversees the implementation of administrative policies and procedures, in keeping with Government guidelines and regulations;
- Ensures that submissions to the Procurement Committee conform to the approved policies and procedures and ensures that the Permanent Secretary is advised of the decisions of the Committee;
- Monitors procurement of equipment and general supplies to ensure adherence with quality requirements, financial guidelines/regulations and GoJ procurement guidelines;
- Oversees the implementation of the procurement policies and procedures, which fosters cost savings and value for money;
- Oversees the preparation of procurement contracts;
- Ensures the maintenance of an inventory management system and the establishment of a preventative maintenance programme for the Ministry's motor vehicles, furniture and equipment;
- Guides the development of a safety and security programme, including Disaster Preparedness Plan, to protect the Ministry's human resources, physical and other assets.
- Ensures the availability of adequate ancillary support service, including janitorial, messenger and transportation services;
- Oversees and manages all contracts for service within the Ministry including security, janitorial and female hygiene, ensuring that these services are effectively delivered, contracts are properly executed, and compliance with legal and regulatory requirements is maintained;
- Manages Lease Agreement with tenants at 36 Trafalgar Road and the lease agreement with the Jamaica Public Service (JPS) Company Limited at 113 Washington Boulevard;
- Collaborates with internal stakeholders, external vendors and security personnel, to ensure the highest level of security is maintained;
- Reviews security procedures and ensures security measures are in place for the protection of staff and property during and after working hours, as appropriate;
- Oversees the facilities management for all properties occupied by the Ministry (Trafalgar, 138H Maxfield Avenue, 145 Maxfield Avenue and 113 Washington Boulevard);
- Oversees projects for major refurbishing and/or repairs of office space, furniture and equipment and other assets;
- Ensures the implementation of effective equipment maintenance programme, ensuring they are kept in good working condition and avoid/minimize incidence of downtime;
- Develops Framework Agreements for service contracts, as needed;
- Ensures execution of service contracts for the facilities;
- Oversees the preservation and maintenance of a clean and attractive environment, conducive to achieving the highest level of efficiency and effectiveness.

**Documentation, Information and Access Services:**

- Oversees the implementation of the Records and Information Management (RIM) Programme;
- Ensures the effective administration of the Access to Information Act by:
  - ✓ Overseeing the provision of public access to records/information in keeping with the legislative requirements;
  - ✓ Participating in the development/establishment of appropriate policies, standards and general procedures in relation to review, appraisal, retention, tracking and retrieval of records;
  - ✓ Establishing mechanisms for performance measurement with respect to the Records Management System (s) to identify whether or not the information is being managed efficiently and cost effective
  - ✓ Overseeing the establishment of systems and procedures to effectively manage the Registry and the maintenance of efficient records management system;
  - ✓ Ensuring that the library is adequately equipped, user friendly and accessible to the general public.

**Information Technology:**

- Oversees the provision of Information Technology Systems to transform and modernize the operations of the Ministry;

- Ensures the development and implementation of an Information Systems strategy for the Ministry;
- Promotes the use of Information Technology as an agent to transform and modernize the Ministry's operations and strategies;
- Ensures the design and development of new enabling technologies to support key initiatives that cut across the Ministry and its Departments.

***Policy Advice:***

- Assumes responsibilities as a member of the executive body of the Ministry, for providing leadership and assisting to guide the strategic direction and overall achievements of its policy agenda and the development of Corporate Services;
- Provides policy interpretation, guidance/advice to the Permanent Secretary and Unit and Division Managers/Directors to ensure effective co-ordination of the Ministry's functions and compliance with/adherence to existing Public Service regulations/policies;
- Oversees the development and implementation of modernized corporate policies and services and ensures that they remain responsive to the changing needs and requirements of the Ministry;
- Improves efficiency and ensures cost reduction by initiating innovation and/or changes in internal management approaches, practices, systems, procedures and policies;
- Encourages compliance by sharing policy/procedural changes and other relevant issues with staff;
- Attends Public Accounts Committee meetings and budget debates at the Ministry of Finance and the Public Service and other relevant events/meetings, when required;
- Provides leadership and advice on the Human Resource Executive Committee in relation to the delegated functions of the Ministry.

***Other:***

- Leads/participates in cross-functional groups/teams; as required;
- Establishes and maintains a network of Human Resource Management and Administration practitioners in the Public and Private Sectors as a means of information sharing and professional development;
- Visits offices or entities (that are located off the main Ministry compound) to ensure that Corporate Services policies and practices are adhered to;
- Provides guidance to the Ministry's reporting agencies/entities/departments on Human Resource Management and Administration related matters.
- Sits on Human Resource Executive Committees and other committees, as required/directed;
- Recommends the budgetary requirement for the Corporate Services Division;
- Oversees the expenditure from the approved budgetary allocation;
- Approves payment vouchers for goods and services and sign cheques and financial letters on behalf of the Ministry.
- Performs any other related duties that may be assigned from time to time;

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent oral and written communication skills
- Customer and quality focus
- Good analytical thinking skills
- Good problem-solving and decision-making skills
- Teamwork and co-operation
- Integrity
- Good planning and organizing skills
- Good leadership skills
- Ability to use own initiative
- Goal/result oriented
- Compliance
- Good interpersonal skills
- Change management

***Functional:***

- Strategic vision
- Impact and Influence
- Use of technology (relevant computer applications)
- Technical skills
- Excellent knowledge of Government Administration Systems, Corporate Planning, Labour Laws and Industrial Relations Practices, Staff Orders, Public Service Regulations, Access to Information, Procurement Guidelines and other policies that governs HRM and Administration

- Strong consultative competencies in guiding communication approaches in support of executive leaders and business strategy
- Excellent human resource management skills
- Ability to analyze and interpret financial and other corporate information for decision making
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Ability to prioritize amongst conflicting demands and make rational decisions based on sound understanding of the facts in limited time
- Excellent knowledge and understanding of corporate functions and their potential strategic contribution
- Ability to manage limited resources in order to achieve challenging output targets

### **Minimum Required Qualification and Experience**

- Postgraduate Degree in Business Administration or Public Administration or comparable qualifications in the Social Sciences, from an accredited tertiary institution;
- Eight (8) years' experience in general management, five (5) of which should be at a senior level, preferably in the Public Sector, or in an organization of similar size and complexity;
- Demonstrated experience in managing Corporate Services functions and responsibilities of an organization.

### ***Specialized Training:***

- Human and Industrial Relations;
- Training in Inventory Management, Supplies and Purchasing Management;
- Training in Microsoft Excel, Word;
- Training in Budget Preparation.

### **Special Conditions Associated with the Job**

- Extended hours may be required to meet project deadlines;
- Physically able to participate in training sessions, presentations and meetings;
- Ability to travel overseas and locally on work related business;
- Ability to work under pressure and with minimum supervision.

## **2. Principal Director, Transport Policy (International and Land) (GMG/SEG 6)**

### **Job Purpose**

Under the general direction of the Permanent Secretary, the Principal Director, Transport Policy, is responsible for the provision of policy advice; the development, implementation, and monitoring of the Transport and Road Safety policies and activities; the preparation and update of legislation and standards in order to enable the Ministry to deliver seamless, integrated, multimodal transport services across Jamaica including the air and maritime activities.

This Principal Director will focus on both international and domestic land transport strategies, collaborating with governmental Agencies, international organizations, NGOs and industry stakeholders, to shape effective transport policies that enhance mobility, economic development, and environmental sustainability.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Participates in the strategic planning process of the Ministry;
- Ensures the alignment of Branch Operational Plans with the strategic objectives and priority programmes of the Ministry;
- Monitors the implementation of transport and road safety policies and recommends effective changes, where necessary, to achieve desired results;
- Prepares technical briefs for the Ministry, as required;
- Prepares and submits pertinent reports, as required, and ensures timely submission of all documents/information requested of the Branch;
- Oversees the Secretariat for the Air Policy Committee;
- Represents the GOJ at relevant meetings of the ICAO, IMO, The UN and other international organizations, securing our presence in the international transport arena;
- Prepares Branch Plans and Budget.

**Technical/Professional:**

- Leads in the formulation and development of strategic transport and road safety policies, legislation and regulations in line with international, national, regional and local legislation, policies and best practices;
- Guides implementation approaches for Jamaica's land, air and maritime policies and issues;
- Provides technical advice on transport and road safety issues, as they relate to policy development;
- Provides policy oversight to the transport and road safety portfolio entities;
- Consults with Ministries, Departments and Agencies in preparing recommendations and action plans affecting international and domestic maritime policies and regulations, and to achieve co-ordination, collaboration and integration of Government policies;
- Negotiates bilateral and multilateral air and maritime service agreements and civil aviation relations with partners around the world;
- Collaborates with key stakeholders in Jamaica's airlines, airports, seaports and other organizations to develop position papers, prepare background materials for negotiations. Issues may include air cargo and passenger service policies; border/port security; reviewing aviation environmental protection proposals; reviewing airline safety, security and facilitation actions and economic regulatory policies;
- Spearheads activities, as required, to ensure Jamaica's compliance with international aviation and maritime treaties International Civil Aviation Organization (ICAO) and The International Maritime Organization (IMO) and other Regional Bodies;
- Spearheads activities to raise Jamaica's profile and visibility in the international land transport and road safety arena, including accession to and ratification of relevant treaties and conventions;
- Advances and articulates the relationship between aspects of the Trade Policy and Transport;
- Engages with key stakeholders, public and private, local and international, to facilitate the development of a competitive environment in Jamaica for shipping and related services and to facilitate the growth of the Sector;
- Prepares updates and status reports for Permanent Secretary, CTD and the Honourable Minister, as required;
- Collaborates with Foreign Affairs, Tourism and trade officers in other MDAs to develop synergies within the transport Sector;
- Oversees the administration of the Road Traffic Act and legislation to improve safety on Jamaica's roadways;
- Oversees the development and implementation of mechanisms for effective monitoring and assessment of transport infrastructural projects in order to assure compliance;
- Directs and prepares the completion of Cabinet Submissions, Cabinet Notes and Ministry Papers on policy and development issues within the transport and road safety portfolio;
- Oversees the implementation of Cabinet Decisions, which involves following up with entities, giving guidance, providing feedback and devising appropriate intervention to ensure effective implementation;
- Evaluates emerging strategic transport policies/legislation through the:
  - ✓ Assessment of public response revealed through public consultation,
  - ✓ Policy compliance
  - ✓ Accessibility assessments
  - ✓ Assessment of benefits to users and non-users
  - ✓ Financial and economic assessments
- Develops the framework for the planning, implementation and monitoring of transportation and road safety strategies;
- Keeps abreast of developments and trends in local and international infrastructural transport development with a view to inform policy;
- Keeps abreast of cutting-edge infrastructural transport machinery and road safety best practices to inform policy which would influence changes in behaviour;
- Provides interpretations and advice on policy and regulations to the Ministry, Departments and Agencies;
- Oversees and, if necessary, carries out transportation modeling in support of strategic transport policies, strategies and schemes;
- Liaises with the Attorney General's Department and the Ministry's Legal Services Branch in the development and revision of transport's infrastructural policies and legislation;
- Collaborates with MDAs and other stakeholders as part of a collaborative process for revision of the Road Safety Policy and legislation;
- Leads in the reviewing of draft policies and regulations to determine effectiveness and relevance and makes recommendations, where necessary;
- Keeps abreast of international treaties to ensure their translation and incorporation into the Ministry's policies legislation and regulations;
- Represents and recommends the Ministry's and, by extension, Jamaica's policy positions on transportation at local and international fora;
- Provides policy advice to the Minister through briefs, reports, meetings, etc.;

- Facilitates and encourages stakeholder participation in the formulation of policy via public meetings, etc.;
- Liaises with the Director, Planning, Research and Evaluation and Technical Staff, in the assessment of the potential impacts of various policy alternatives;
- Manages the communication systems and processes within the Transport Policy Branch, with a view to monitoring the implementation of policies and guidelines in Jamaica;
- Oversees research activities related to the effectiveness and efficiency of current legislation;
- Provides technical support to Cabinet sub-committees on various transport infrastructural matters.

***Human Resource:***

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action, where necessary, to improve performance and/or attain established personal and/or organizational goals;
- Participates in the recruitment of staff for the Division and recommends transfers, promotion, termination and leave, in accordance with Human Resource policies and procedures;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures that the welfare and developmental needs of staff in the Division are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Ministry's goals;
- Performs any other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent oral and written communication skills
- Strong leadership skills
- Good interpersonal skills
- Strong analytical and problem-solving skills
- Ability to use own initiative
- Good planning and organizing skills
- Attention to detail
- Teamwork and co-operation

***Technical/Functional:***

- Sound background in policy development
- Excellent knowledge of Government's policy formulation, monitoring and evaluation processes and parliamentary procedures
- Knowledge of transport policy objectives, operations and planning processes
- In depth understanding in the legislative process
- Knowledge of prevailing social and economic factors impacting transport and road safety
- Knowledge of relevant environment standards and regulations
- Strong research, consultative and negotiation skills
- Experience in the use of standard computer applications
- Extensive knowledge of sustainable transport practices and emerging technologies
- Proficiency in the use of relevant computer applications (Microsoft Office)

**Minimum Required Qualification and Experience**

- Masters Degree in Public Administration/Public Sector Management or Business Administration, or specialized transportation field;
- Eight (8) years' experience in policy development or the transportation sector, with five (5) years at a middle management or senior management level;
- Training in research methodologies, policy formulation and management ;
- Proven ability to lead diverse teams and manage multiple projects simultaneously.

**Special Condition Associated with the Job**

- Position requires undertaking local and overseas travel



### **3. Director, Telecommunications (GMG/SEG 4)**

#### **Job Purpose**

Under the general guidance of the Principal Director, the Director, Telecommunications will ensure the smooth operation of the Telecommunications portfolio and works with internal and external partners to help to foster an enabling environment for ICT and, in particular, telecommunications activities.

The incumbent will be responsible for formulating and implementing national telecommunications policies, efficient spectrum management, infrastructure development, regulatory compliance, and international co-operation to drive the growth, innovation, and accessibility of telecommunications services nationwide, as well as ensuring the country's competitiveness in the global telecommunications landscape.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Contributes to the development of the Corporate Plan and Budget for the Division;
- Participates in the development of the Operational Plan for the Telecommunications Branch;
- Deals with customer complaints regarding Telecommunications matters;
- Reviews and monitors the Corporate/Strategic and Operational Plans and Budget for the Department(s) or Agency(ies) within the Telecommunications portfolio and reports accordingly;
- Acts as focal point for all matters related to the licensing regime for the Telecommunications portfolio;
- Attends meetings, as required by the Technical Directorate Division/Ministry;
- Chairs sits on committees as required by the Division/Ministry;
- Acts as Secretariat to the Telecommunications Appeals Tribunal;
- Monitors, evaluates and assesses licensing regime for the telecommunications portfolio;
- Provides assistance to projects, as required;
- Acts as the Government of Jamaica's (GoJ) focal point and/or representative for designated organizations such as the International Telecommunication Union, Caribbean Telecommunications Union, Caribbean Community, the United Nations, Organization of American States with particular focus on activities of Inter-American Telecommunication Commission (CITEL) and the Inter-American Committee against Terrorism (CICTE).

##### ***Technical/Professional:***

- Participates in the development and implementation of strategic plans for the telecommunications sector, aligning with the country's economic and development goals;
- Identifies opportunities for growth, innovation and infrastructure expansion, to meet the evolving needs of the country;
- Ensures that Telecommunications and Spectrum Licences are properly prepared, signed, issued and database is maintained;
- Reviews and evaluates the terms and conditions, as well as recommendations for the grant/suspension/revocation of licences, for compliance with regulations and administrative procedures;
- Provides technical advice and makes recommendations at the Work Permit Meetings;
- Chairs and/or sits on subcommittees of regional and international organizations;
- Fosters collaboration and engagement with telecommunications service providers, industry associations and other stakeholders, to promote innovation, investment, and the advancement of the Telecommunications Sector;
- Keeps a record of the Ministry's responsibilities to regional and international Telecommunications organizations, and makes recommendations to ensure full participation in related activities;
- Researches and collects information and documentation required for and/or related to licensing activities;
- Provides technical inputs into the development of policies for the Telecommunications Sector;
- Provides support for regulatory activities related to Telecommunications and Spectrum matters;
- Prepares Cabinet Notes/Submissions on telecommunications related matters, as required;
- Conducts research on Telecommunications issues as background information for briefs, speeches and policy-making;
- Participates in the development of cyber security and e-Government strategy for the GoJ;
- Co-ordinates as necessary training in various Telecommunications portfolio disciplines.

**Human Resource Management:**

- Provides leadership to direct report through effective objective setting, delegation and communication;
- Ensures that training and other developmental needs of direct report is adequately identified and addressed;
- Ensures that direct report is aware of, and adheres to the policies, procedures and regulations of the Ministry;
- Recommends staffing arrangements and Vacation Leave for direct report in keeping with established human resource policies;
- Supervises and evaluates the work of direct report;
- Attends Directorate/Ministry staff meetings, as required.
- Performs any other related duties that may be assigned from time to time

**Required Knowledge, Skills and Competencies*****Behavioural:***

- Excellent oral and written communication skills
- Teamwork and co-operation
- Good interpersonal skills
- Ability to use own initiative
- Client and quality focus/commitment to service quality
- Compliance
- Adaptability
- Integrity
- Methodical
- Good problem-solving and decision-making skills
- Good planning and organizing skills
- Goal/result oriented
- Confidentiality
- Mutual respect
- Good leadership
- People management skills
- Strategic vision
- Impact and influence
- Managing partners and external relations
- Good analytical thinking skills

***Technical:***

- Use of Information and Communications Technology
- Legislation, Regulations and Policies
- Budget management
- Change management
- Conflict management
- Negotiation
- Mentoring
- Performance coaching
- Risk management
- Policy Development
- Monitoring and evaluation
- Research methodology
- Project management

**Minimum Required Qualification and Experience**

- Master of Science Degree in Public Administration/ICT, Telecommunications or related field from an accredited tertiary institution;
  - Six (6) years' working experience in a Telecommunications related field.
- OR**
- Bachelor of Science Degree in Public Administration, ICT, Telecommunications or related field from an accredited tertiary institution plus;
  - Ten (10) years' working experience in a Telecommunications environment;
  - Broad exposure to ICT subject areas.

### **Special Condition Associated with the Job**

- May be required to travel within the country and overseas on official business;
- May be required to work beyond regular working hours.

### **4. Audit Manager (FMG/AS 4) (Vacant) (2 Posts)**

#### **Job Purpose**

Under the general direction of the Chief Internal Auditor, the Auditor Manager will participate in audits by planning, supervising and performing reviews, as well as special audits of the Ministry of Science, Energy Telecommunications and Transport, its external Departments/Divisions and portfolio Agencies, to ensure the effectiveness and efficiency of managerial controls and the accuracy of recorded data.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Participates in the development of the Strategic and Operational Audit Plans;
- Oversees the development of Individual Work Plans for direct reports;
- Manages special assignments to ensure that the review objectives are met and the assignment is properly planned and executed;
- Plans, directs and co-ordinates the work of direct reports;
- Manages the performance of direct reports by ensuring each has an output focused job description;
- Prepares performance reports for the Internal Audit Unit;
- Liaises with Departmental and Agency Heads with regards to proposed audits;
- Represents the Unit at meetings and seminars, as directed;
- Provides guidance/advice to team to ensure that clear goals and objectives of audits are identified and completed;
- Monitors management response via audit databases (internal and external) to ensure that the necessary remedial actions are taken and follow-up audits conducted;
- Documents relevant facts and information which support the work performed and conclusions drawn so other reviewers can follow the auditor's logic and methodology;
- Assists with the preparation of client satisfaction report from surveys issued to stakeholders.

##### ***Technical/Professional:***

- Applies internal control concepts and appropriately assesses the exposures resulting from ineffective or missing control practices;
- Assesses the adequacy, efficiency, effectiveness and compliance with relevant IT policies, GAAP, laws, regulations and other stipulated guidelines in achieving desired objectives;
- Conducts risk management;
- Determines audit approach, that is, plans the theory and scope of audits;
- Prepares audit programmes;
- Applies auditing procedures and techniques in conducting operational, financial and value for money audits;
- Verifies the accuracy of financial and other records;
- Develops or revises audit procedures for implementing assignments;
- Performs special investigations and other assignments, as instructed, and prepares interim or final reports;
- Assists Chief Internal Auditor with the implementation of Control Self-Assessment within the Ministry and across its portfolio Agencies and Department;
- Reviews and signs off on working papers for direct reports.
- Performs entry and exit interviews, that is, discusses audit areas and findings with relevant Managers/Department Heads;
- Provides guidance to management in the development and implementation of new and revised internal control procedures;
- Assists with the preparation of summary report for each Agency for despatch to the Permanent Secretary;
- Prepares draft reports on audit findings stating deficiencies, makes appropriate recommendations for improved controls to enhance business efficiency and submits report to the Chief Internal Auditor;
- Liaises with Chief Internal Auditor on any matters of importance and inefficiencies observed on Agencies audit plans and reports;
- Follows-up on Department/Agency Heads' responses to audit reports to determine whether deficiencies are corrected, improved procedures are implemented;
- Conducts special investigations/assignments, as directed, by the Chief Internal Auditor;

- Assists in the preparation of reports, as directed by the Chief Internal Auditor;
- Reviews audit plans and reports from the Ministry's Portfolio Agencies and Department;
- Ensures the security of audit files.

***Human Resource Management:***

- Participates in the welfare and development of direct reports through the preparation of performance appraisals;
- Leads the identification and development of individual performance goals, as determined by the Corporate Plan;
- Provides leadership to junior staff through effective object setting, delegation and communication;
- Recommends training for staff to the Human Resource Division through the Chief Internal Auditor;
- Provides guidance to staff through coaching, mentoring and training and providing assistance and support, as needed;
- Manages the Unit in the absence of the Chief Internal Auditor;
- Ensures that junior staff is aware of and adheres to the policies, procedures and regulations of the Division and the Ministry;
- Conducts appraisal discussions with direct reports;
- Performs any other related duties that may be assigned by the Chief Internal Auditor from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent written and oral communication skills
- Customer and quality focus
- Teamwork and co-operation
- Ability to use own initiative
- Good analytical thinking skills
- Good problem-solving and decision-making skills
- Good planning and organizing skills
- Good leadership skills
- Goal/result oriented
- Good interpersonal skills
- Compliance
- Quality of output
- Integrity

***Functional:***

- Use of technology (relevant computer applications)
- Managing external relationships
- Strategic vision
- Impact and Influence
- People management skills
- Change management
- Methodical
- Excellent report writing, public speaking and presentation skills
- Good research and analytical skills
- Excellent knowledge of government administration systems, laws and policies and other instructions governing both the financial and operational aspects of the Ministries and portfolio Agencies such as the Staff orders, Public Service Regulations, Procurement Guidelines, FAAA Act
- Consultative abilities in guiding communication approaches in support of executive leaders and business strategy
- Knowledge of accounting and auditing standards, principles and practice
- Comprehensive knowledge of current auditing techniques

**Minimum Required Qualification and Experience**

- First Degree preferably in Accounts, Finance, Business Administration, Management or Economics;
- ACCA Fundamentals or equivalent; plus, over five (5) years' auditing experience and relevant experience in the specialized area;
- Successful completion of relevant government auditing courses and professional audit training would be an asset.

### **Special Conditions Associated with the Job**

- Required to work under adverse conditions from time to time;
- Required to travel to external sites in the performance of official audits;
- May be required to work beyond regular working hours.

### **5. Director, Customer Service (GMG/SEG 3)**

#### **Job Purpose**

Under the direction of the Chief Technical Director, Corporate Services, the Director, Customer Service is responsible for co-ordination, leadership and management of the Customer Service portfolio of the Ministry, and oversight for the Ministry's Agencies. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its portfolio Agencies.

The incumbent maintains linkages with the ISO Division and other key stakeholders in support of ISO Certification on Quality Management Systems and improved service delivery across the Ministry and its portfolio Agencies.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Develops the Branch's Annual Operational Plans to be incorporated within the Directorate's Operational Plan;
- Develops the Branch's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Branch's monthly, quarterly, half-yearly and annual reports for relevant internal and external stakeholders of the Ministry;
- Develops and implements relevant policies and procedures towards achievement of the Branch's objectives;
- Represents the Ministry at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other entity, Public or Private, involved in the planning, development and implementation of Customer Service initiatives;
- Convenes quarterly meetings of the Intra-Ministerial Customer Service Team and prepares relevant minutes and reports.

##### ***Technical/Professional:***

- Meets customer service objectives by integrating customer service information and recommendations into strategic plans and reviews; preparing and completing action plans; implementing productivity, quality and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Ensures a robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements customer service policies, procedures and guidelines
- Develops and implements service-level standards focused on response times and issues resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Facilitates employees' training and development in Customer Service across the Ministry;
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio Agencies and Departments
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development, implementation, and maintenance of the Citizens' Charter;
- Supports the certification of MSETT in ISO 9001:2015;

- Ascertains customer service needs by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Collaborates with the Senior Director, Corporate Communication and Public Relations, to conduct relevant campaigns and expositions to increase awareness and promotion of the goods and services of the Ministry, and its Agencies and Departments.

***Human Resource Management:***

- Co-ordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action, where necessary, to improve performance and/or attain established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Ensures the welfare and development needs of staff in the Division are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Maintains, monitors and submits Attendance Reports for all relevant members of staff;
- Performs any other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent oral and written communication skills
- People management skills
- Good interpersonal skills
- Customer and quality focus
- Good planning and organizing skills
- Good problem-solving and decision-making skills
- Managing the client interface

***Technical:***

- Customer care and relations
- Business process re-engineering
- Research methods and data analysis
- Developing standards
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of MSETT's Citizens' Charter
- Knowledge of GOJ's Customer Service Policy papers
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of GOJ's Policies and Procedures

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Business Administration, Management or related field;
- Three (3) years' experience in Customer Service at a supervisory level;
- Experience with Call Centres and Help Desk environments.

**Special Conditions Associated with the Job**

- Extended working hours;
- May be required to travel locally and overseas to attend conferences, seminars and meetings.

Applications accompanied by résumés should be submitted **no later than Tuesday 4<sup>th</sup> February, 2025 to:**

The Permanent Secretary  
Ministry of Science, Energy, Telecommunications and Transport  
PCJ Building  
36 Trafalgar Road,  
Kingston 10

Email: [hr@mtw.gov.jm](mailto:hr@mtw.gov.jm)

Please note that only shortlisted applicants will be contacted.

Applications should include the names and positions of two (2) senior persons who can provide a character and work-related reference.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**



Desreen Smith (Mrs.)  
for Chief Personnel Officer